

**Huffman, Shauna**

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**From:** Mark Baker <mbaker@softlights.org>  
**Sent:** Thursday, May 12, 2022 1:58 PM  
**To:** Moser, Sandra  
**Cc:** Samuel Wellborn; Katie Brown; Grube-Lybarker, Carri; Hall, Roger; Rhaney, Donna L; PSC\_LegalFilings; PSC\_Contact  
**Subject:** [External] Re: Baker Complaint (Docket 2022-155-E)  
**Attachments:** PSC Complaint Form (1).pdf

Dear Ms. Moser,

Thank you for stepping in and providing this document. Now that I can see the complaint, which consists of several emails, I have signed the authorization form (attached) to make the complaint public.

Sincerely,

Mark Baker  
 President  
 Soft Lights Foundation  
[www.softlights.org](http://www.softlights.org)  
[mbaker@softlights.org](mailto:mbaker@softlights.org)

On Thu, May 12, 2022 at 10:47 AM Moser, Sandra <[Sandra.Moser@psc.sc.gov](mailto:Sandra.Moser@psc.sc.gov)> wrote:

Dear Mr. Baker and Parties of Record,

In response to your inquiry, and with your consent, we have attached your original Complaint in Docket No. 2022-155-E. Your Complaint, which was sent to the Commission via email can be found in the last two pages of the attachment. This is a copy of the Complaint which was sent to the utility.

In accordance with the Commission's Policies and Procedures, as well as state law, communications -- written or verbal -- related to a matter pending before the Commission must include all parties of record unless there is an exemption. In this matter, this communication must include the utility and the Office of Regulatory Staff. Although all parties to this matter are included on this email, the content of your complaint will not be shared to our docket management system.

Please let us know if you have any other questions.

Sincerely,  
 Sandra

Sandra V. Moser  
 Commission Attorney  
 Public Service Commission  
 State of South Carolina  
 101 Executive Center Drive, Suite 100  
 Columbia, SC 29210  
[sandra.moser@psc.sc.gov](mailto:sandra.moser@psc.sc.gov)



## Individual Complaint Form

Date\*: \_\_\_\_\_

**Complainant or Legal Representative Information:** \* Required Fields

Name \* Mark Baker

Firm (if applicable) Soft Lights Foundation

Mailing Address \*

City, State Zip \* \_\_\_\_\_ Phone \* \_\_\_\_\_

E-mail \_\_\_\_\_

Name of Utility Involved in Complaint: \* Duke Energy Progress

**Type of Complaint (check appropriate box below.) \***

- |  |  |  |   |
|--|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate    | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service  | <input type="checkbox"/> Payment Arrangements              | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue       |
| <input type="checkbox"/> Service Issue             | <input type="checkbox"/> Meter Issue                       |  |   |
| <input type="checkbox"/> Other (be specific) _____ |  |  |   |

Have you contacted the Office of Regulatory Staff (ORS)? \* ☐ Yes ☐ No Name of ORS Contact: \_\_\_\_\_

Please provide the Section(s) of the S.C. Statute(s) or S.C. Regulation(s) allegedly violated by the Company: \_\_\_\_\_

**Concise Statement of Facts/Complaint:** \* (This section must be completed. Attach additional information to this page if necessary.)

Docket 2022-155-E

**Relief Requested:** \* (This section must be completed. Attach additional information to this page if necessary.)

I UNDERSTAND AND AGREE THAT THE INFORMATION GIVEN ON THIS FORM IS PUBLIC INFORMATION THAT WILL BE PUBLISHED ON THE COMMISSION'S WEBSITE (dms.psc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE.

Complainant's Signature\* (MUST BE SIGNED, DO NOT PRINT)

VERIFICATION

STATE OF SOUTH CAROLINA

COUNTY OF \_\_\_\_\_

I, Mark Baker  
Complainant's Name \*

verify that I have read my complaint filed on 5-12-2022  
Date \*

and know the contents thereof, and that said contents are true.

Mark Baker

Complainant's Signature \* (MUST BE SIGNED, DO NOT PRINT)

Internal Use Only

Processed By	Date
H.E.	